

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO
KEYSPAN ENERGY DELIVERY NEW ENGLAND**

D.T.E. 01-106

Respondent: Margie Sweeney

Date: September 13, 2005

Information Request DTE 1-6

Q. Are customers that are located via traditional outreach methods enrolled on the low-income discount rate as of the date that they apply for the rate or as of the date that the application is confirmed or approved?

A. All Fuel Assistance customers are enrolled on the low income discount effective with their November billing. In all cases, if a customer is enrolled after their November bill they are entitled to a retroactive discount back to and including their November bill.

All Social Services customer's (Division of Medical Assistance, SSI for the Elderly, AFDC (aid of dependent children), SSI Disability , EAEDC (Emergency Assistance for the elderly, disabled and children, Mass Health, and Food Stamp benefits) are enrolled on the low income discount upon approval from the Department of Transitional Assistance. If warranted, upon review, retroactive discount for prior months will be applied to individual accounts